

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application : Aleksander Szlam  
Serial No. : 09/437,414  
Filed : November 10, 1999  
For : Dynamic and Interdependent Processing of  
Inbound and Outbound Communications  
Attorney's Docket : CONCERTO-500AX  
Examiner : Simon P. Sing  
Group Art Unit : 2614

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**AMENDMENT**

Mail Stop Amendment  
Commissioner of Patents  
PO Box 1450  
Alexandria, VA, 22313-1450

Sir or Madam:

In response to the Office Action dated April 3, 2008, please  
amend the above-identified Patent Application as follows: